Modernisation of Railway Station in Gujarat

4633. SHRI RAJUBHAI A. PARMAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any proposal to beautify the Gandhinagar, Ahmedabad, Surat and Baroda Railway Stations in Gujarat;

(b) if so, the details thereof;

(c) the amount likely to be spent;

(d) by when the work is likely to be started and completed; and

(e) if the answer to part (a) above be in the negative what are the reasons therefor?

THE MINISTER OF RAILWAYS) (SHRI C.K. JAFFER SHARIEF): (a) to (e) For Gandhinagar, work of provision of a new Railway Station building, in lieu of the old building, has been included in the Works Programme at a cost of Rs. 46.11 lakh. The work will be taken up during the current financial year and is targetted for completion in 1996-97, subject to availability of funds. Railway Station buildings at Ahmedabad, Surat and Vadodara do not warrant any beautification work.

Separate cells to redress complaints of passengers

4634. SHRI S. AUSTIN: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any effective machinery to redress the difficulties/ complaints of passengers;

(b) if so, the details thereof;

(c) whether Government have contemplated to set up a separate cell in each metropolitan area to solve this problem; and

(d) if so, the details thereof?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) Yes, Sir.

(b) A full-fledged Public Grievances Redressal Machinery is already existing on the Zonal Railways as well as on the Divisions headed by the Additional General Managers and Additional Divisonal Railway Managers, respectively. This Machinery ensures quick redressal of grievances received from different sections of public including Suburban Commuters. Public has access to these Officers also for ventilating their grievances in person.

At all the major stations in the Metropolitan cities, Public Grivances Booths have been set up to attend to public grievances and to provide on the spot redressal. The Station Superintendents also oversee and ensure proper functioning of these Booths. Suggestions for improving the Passenger Amenities are also solicited and efforts made to provide better facilities to the passengers. Passenger Associations are given due representation in the DRUCCs/ZRUCCs.

(c) No, Sir.

(d) Does not arise.

Improvement of railway system in Andhra Pradesh

4635. SHRI S. AUSTIN: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Andhra Pradesh Government has submitted various schemes to the Central Government to bring improvements in the railway system in the State;

(b) if so, the details thereof;

(c) whether Government have accorded approval to these schemes; and